

EXHIBIT O – GUIDELINES – MATCHING QUALIFIED INTERPRETER WITH APPOINTMENT SETTING

The following list of appointment settings and situations to determine appropriate interpreters being assigned by the contractor is intended as a guideline and is not all-inclusive. The requester/contractor should find a comparable or similar setting/situation on this guideline. Each setting/situation should be carefully evaluated and given consideration to the customer's expressed communication needs, preferred interpreter choices and the expected complexity of the appointment. Often special circumstances or unique communication needs will warrant the use of an interpreter regardless of the setting/situation such as Minimal Language Skills. This guideline was modified from the Texas Division for Deaf and Hard of Hearing Services resource; <http://www.tcdhh.state.tx.us/beilvls.htm>

MINIMAL LANGUAGE SKILLS IN ALL APPOINTMENT SETTINGS

Usually, a client with minimal language skills can be one that has a minimal concept of language and/or does not know sign language but rather gestures or uses home signs. In other instances, the client may have a language, knowing another country sign language; i.e. Russian Sign Language (RSL) or Mexican Sign Language (MSL), but does not know American Sign Language (ASL) and/or spoken/written English.

RSC, CDI, QDI, CLIP-R - Deaf or hard of hearing holders of these certificates are recommended for a broad range of assignments for clients with minimal language skills in conjunction with a hearing interpreter. These deaf and/or hard of hearing interpreters are capable of signing or relaying information signed in ASL by a certified or non-certified hearing interpreter in a way that is best understood by the deaf client. A deaf or hard of hearing interpreter will be utilized when deemed appropriate by the requester.

LEGAL/COURT SETTING

SITUATIONS:

- All legal and/or court settings
- If no SC:Ls are available, it is highly recommended that NAD V or RID MCSC interpreters be used in all court proceedings.

Recommendation:

NAD	RID	NIC	Non-Certified
V	SC:L, MCSC, CSC, CI and CT, RSC, CDI, CLIP-R, OIC:C	Certified Expert	QDI

GOVERNMENT SETTING

SITUATIONS:

- Economic Services, Food Stamps, Social Security, Medicare/ Medicaid, Welfare Card for Services, Benefit Program
- Driver License Testing
- Application for Services
- Voter Registration
- Political Events
- Inquiries regarding eligibility for services

Recommendation:

NAD	RID	NIC	Non-Certified
Level III, IV, V	MCSC, CSC, CI and CT, RSC, CDI, CLIP-R, IC,TC, IC/TC, CI, CT, OIC:C, OTC	Certified Certified Advance Certified Expert	Yes

SITUATIONS:

- Administrative/City Council/Governmental Proceedings
- Governmental Procedures: Federal, State, Municipal or Private Agencies
- Legislation
- Discrimination Proceedings - Prior to Court
- Tax Assessment/Appeal Proceedings

Recommendation:

NAD	RID	NIC	Non-Certified
Level IV, V	MCSC, CSC, CI and CT, IC or TC, CI or CT or IC/TC, OIC:C, OTC	Certified Advance Certified Expert	No

MEDICAL/MENTAL HEALTH/DRUG & ALCOHOL SETTING

SITUATIONS:

- Routine - Eye Exam, Lab Work
- Physical Therapy, Audiological (hearing exam), Dental Care

Recommendation:

NAD	RID	NIC	Non-Certified
Level III, IV, V	MCSC, CSC, CI and CT, RSC, CDI, CLIP-R, IC,TC, IC/TC, CI, CT, OIC:C, OTC	Certified Certified Advance Certified Expert	Yes

SITUATIONS:

- Routine - Physical, Hospital Admission, Neurological
- Counseling - Mental Health, Doctor, Diagnostic Interviews, Alcoholics Anonymous, Substance Abuse
- Classes - Child Birth, Planned Parenthood
- Therapy - Chemotherapy, Chiropractic, Ontological

Recommendation:

NAD	RID	NIC	Non-Certified
Level IV, V	MCSC, CSC, CI and CT, RSC, CDI, CLIP-R, OIC:C, OTC	Certified Advance Certified Expert	No

SITUATIONS:

- Emergency Room, Minor Surgery, Abortion, Extensive Eye Exam
- Major Surgery
- Psychiatric Counseling, Evaluation

Recommendation:

NAD	RID	NIC	Non-Certified
Level V	MCSC, RSC, CDI, CLIP-R, OIC:C, OTC	Certified Expert	Yes

PLATFORM SETTING

SITUATIONS:

- Speakers or Lectures
- Conferences: Workshops/Breakout Sessions
- Deaf speakers needing quality sign-to-voice interpreting skills, higher level recommended.

Recommendation:

NAD	RID	NIC	Non-Certified
Level III, IV, V	MCSC, CSC, CI and CT, RSC, CDI, CLIP-R, IC,TC, IC/TC, CI, CT, OIC:C, OTC	Certified Certified Advance Certified Expert	Yes

K-12 / POST-SECONDARY / ADULT EDUCATION SETTING

SITUATIONS:

- Registration, Classroom, Extracurricular Activities Educational Workshops
- Classroom, Educational Lectures, Continuing Education, Defensive Driving, Labs
- Support Services – Parent/Teacher Conference, Orientation, Tutoring, Diagnostics, Evaluations, Academic Counseling
- It is strongly recommended that higher level certification be used in post-secondary education, preferably interpreters with bachelor/master degrees in any field.

Recommendation:

NAD	RID	NIC	Non-Certified
Level III, IV, V	MCSC, CSC, CI and CT, RSC, CDI, CLIP-R, IC,TC, IC/TC, CI, CT, OIC:C, OTC	Certified Certified Advance Certified Expert	Yes

EMPLOYMENT SETTING

SITUATIONS:

- Employment Related Job Interview/Application

Recommendation:

NAD	RID	NIC	Non-Certified
Level III, IV, V	MCSC, CSC, CI and CT, RSC, CDI, CLIP-R, IC,TC, IC/TC, CI, CT, OIC:C, OTC	Certified Certified Advance Certified Expert	Yes

SITUATIONS:

- Employment Related Employee/ Employer Meeting, Union Meeting

Recommendation:

NAD	RID	NIC	Non-Certified
Level IV, V	MCSC, CSC, CI and CT, RSC, CDI, CLIP-R, OIC:C	Certified Advance Certified Expert	Yes

SOCIO-ECONOMIC SETTING**SITUATIONS:**

- Public or Private Organizations social/economic benefit programs
- Application for Services
- Inquiries regarding eligibility for services

Recommendation:

NAD	RID	NIC	Non-Certified
Level III, IV, V	MCSC, CSC, CI and CT, RSC, CDI, CLIP-R, IC,TC, IC/TC, CI, CT, OIC:C, OTC	Certified Certified Advance Certified Expert	Yes

BUSINESS SETTING**SITUATIONS:**

- Banking/Financial Services
- Wedding/Funeral Arrangements
- Auto Dealerships
- Professional Services
- Real Estate

Recommendation:

NAD	RID	NIC	Non-Certified
Level III, IV, V	MCSC, CSC, CI and CT, RSC, CDI, CLIP-R, IC,TC, IC/TC, CI, CT, OIC:C, OTC	Certified Certified Advance Certified Expert	Yes

REHABILITATION/VOCATIONAL SETTING**SITUATIONS:**

- Independent Living Basic Living Skills
- Halfway housing
- Basic Job Readiness Training (Semi skilled technical or unskilled labor), Interview, Tutoring

Recommendation:

NAD	RID	NIC	Non-Certified
Level III, IV, V	MCSC, CSC, CI and CT, RSC, CDI, CLIP-R, IC,TC, IC/TC, CI, CT,	Certified Certified Advance Certified Expert	Yes

	OIC:C, OTC		
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SITUATIONS:

- Group Meetings, On-the-Job Training (Skilled Technical), Counseling, Diagnostic Evaluation, Sheltered Workshop

Recommendation:

NAD	RID	NIC	Non-Certified
Level IV, V	MCSC, CSC, CI and CT, RSC, CDI, CLIP-R, OIC:C	Certified Advance Certified Expert	Yes